

Department of Disabilities, Aging, and Independent Living Division for the Blind and Visually Impaired

Team Members and Executive Sponsor:

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PLAN

Identify an opportunity and plan for improvement.

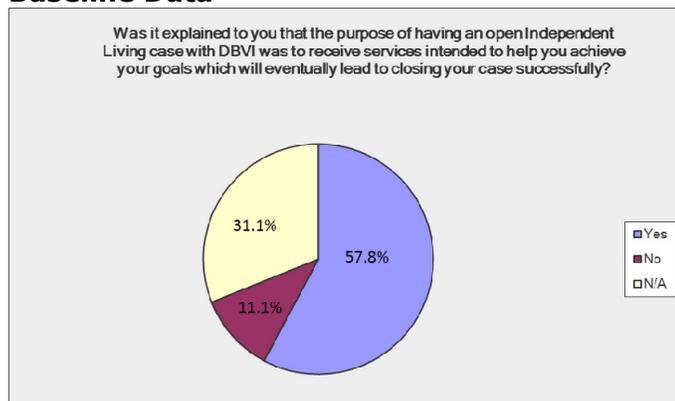
Area for Improvement:

The Division for the Blind and Visually Impaired created a change team to improve communication with customers about their Independent Living (IL) plans in an effort to make the case closure process easier to understand. Customers are often uncomfortable with closure and reluctant to agree to case closure, even when the goals of their IL plan have been met. The new changes in process will assist customers and better inform them about services and goals in their plan. This will lead to better understanding and comfort which will allow customers to celebrate attainment of their goals and successful case closure.

Target Goal:

100% of DBVI customers will understand that Independent Living services are intended to help them achieve the goals of their IL plan, which will eventually lead to successful case closure.

Baseline Data



Improvement Theory:

The team believes that direct contact with customers, at least quarterly, to discuss progress toward the goals in their IL plan will improve understanding and comfort about eventually closing their case successfully. This conversation will help customers celebrate success rather than feel reluctant and uncomfortable about case closure.

DO

What ideas for improvement did you test?

Change Tested:

Each member of the change team made direct contact with each IL customer in the month of November. They discussed current IL services, progress toward goals, and the concept of eventually celebrating successful case closure once goals were met.

STUDY

What were the results of your test(s)? What is your final post-change data compared to the baseline data?

Was it explained to you that the purpose of having an open Independent Living case with DBVI was to receive services intended to help you achieve your goals which will eventually lead to closing your case successfully?



*December data are not yet available. This chart represents our expected results for this quarter or next.

ACT

What lessons did you learn from the process? How will this change be sustained?

The changes improved IL services, case management, and customers understanding about IL plan goals and case closure. The quarterly calls will continue and will result in 100% of customers understanding the focus on IL goals and celebrating success with eventual case closure.